



# HELPING YOU FEEL OK

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A guide for the Minda community

**Helping you feel ok**



We take your right to be safe seriously.

You have the right to:

Get help to feel safe



Be supported by someone you trust

Know what is happening

Have information you understand



We will always try to:

Be fair

Keep things easy

Work quickly

Keep in contact

**This booklet tells you how we will help you to feel ok.**



**This book is written in an easy-to-read way.**

**We use pictures to explain some ideas.**



**This book has been written by Minda.**

**When you see the word "we", it means Minda.**



**You can ask for help to read this book.**

**A friend, family member or support staff might be able to help you.**



Are you feeling unhappy or having a bad day?



Staff don't know what you like.

Staff are having trouble understanding what you're saying.



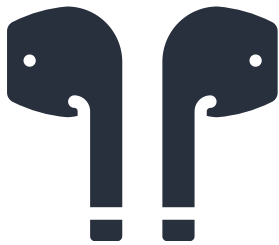
Staff don't know how you like things.

Staff play music or shows on TV you don't like.



A Behaviour Support Plan (BSP) can help the staff and you.

It tells staff about the things that are important to you.



It tells them the things that help you relax.



It tells staff how to support your interests, likes and dislikes.



It can tell staff how to make sure things don't change because you prefer them a certain way.



If you are feeling bad, it tells staff how to help you feel better.



If you are feeling angry, worried or upset, your BSP can show the staff some options to help you.



Being able to make choices is very important. We are all allowed to make our own choices.



Sometimes, to keep you and others safe, we have to guide some choices.



If there is a need for staff to guide your choices, this will be written in your BSP (unless it's an emergency situation).





If you are feeling so upset that you may hurt yourself, staff might stop you.



If you are very angry and try to hurt someone, staff might stop you.



We follow NDIS Quality and Safeguarding Legislation.

Legislation is another word for Laws.

# What can you do if Minda does not help you?

You can contact:

**The NDIS Quality and Safeguarding Commission**

**Phone 1800 035 444**

Freecall from landlines

Interpreters can be arranged

**[ndiscommission.gov.au](http://ndiscommission.gov.au)**

**Health and Community Services Complaints**

**Commissioner (HCSCC)**

**Phone 08 8226 8666**

**Country callers 1800 003 305 (freecall)**

**[hcsc.sa.gov.au](http://hcsc.sa.gov.au)**

**Department of Child Protection Central Complaints**

**Unit**

**Phone 1800 003 305**

**[childprotection.sa.gov.au](http://childprotection.sa.gov.au)**

**Your happiness is important**



1800 164 632  
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